

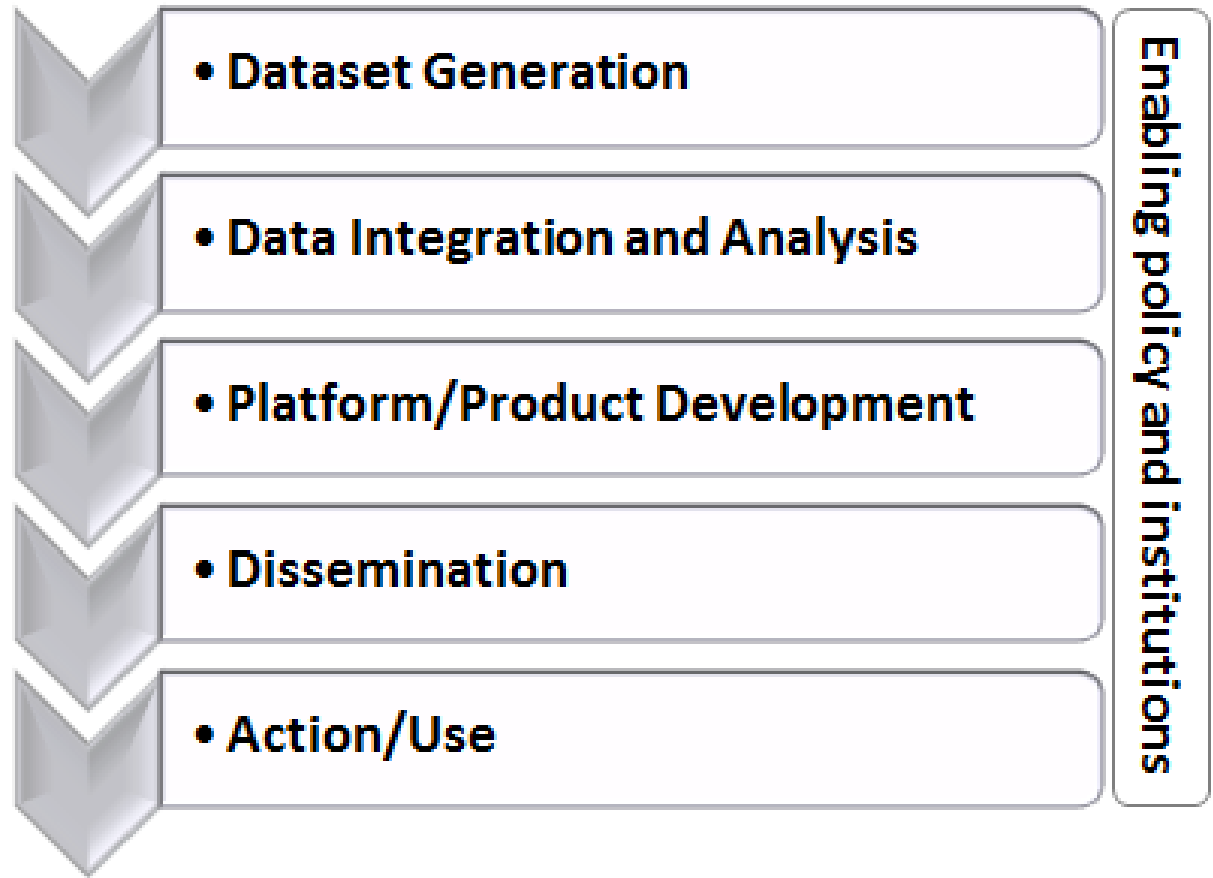
SERVIR's Service Planning Toolkit: Lessons on Building Capacity along the Pathway to Development Impact

Dan Irwin
NASA

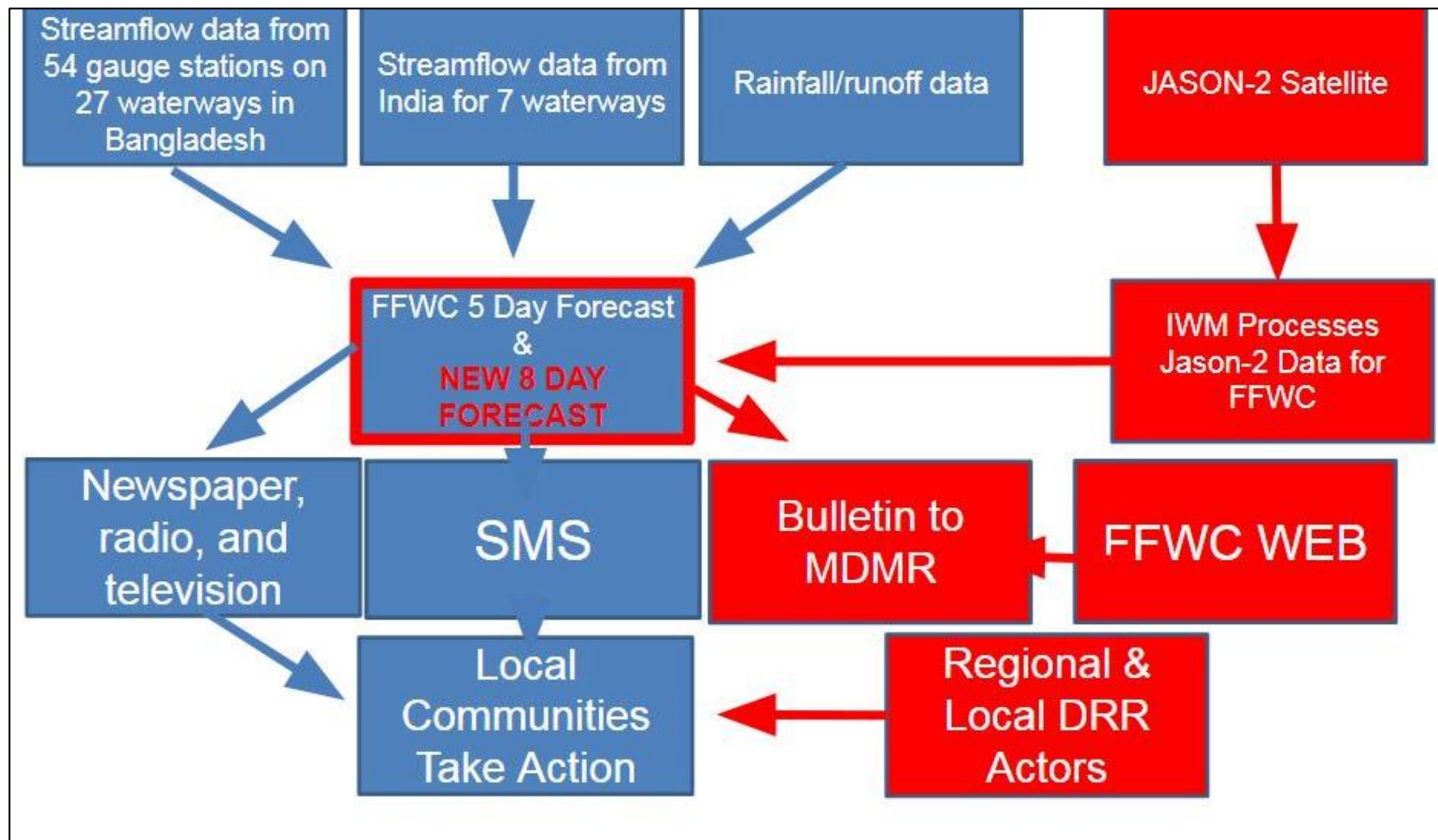
Jenny-Frankel-Reed
USAID

AGU 2017

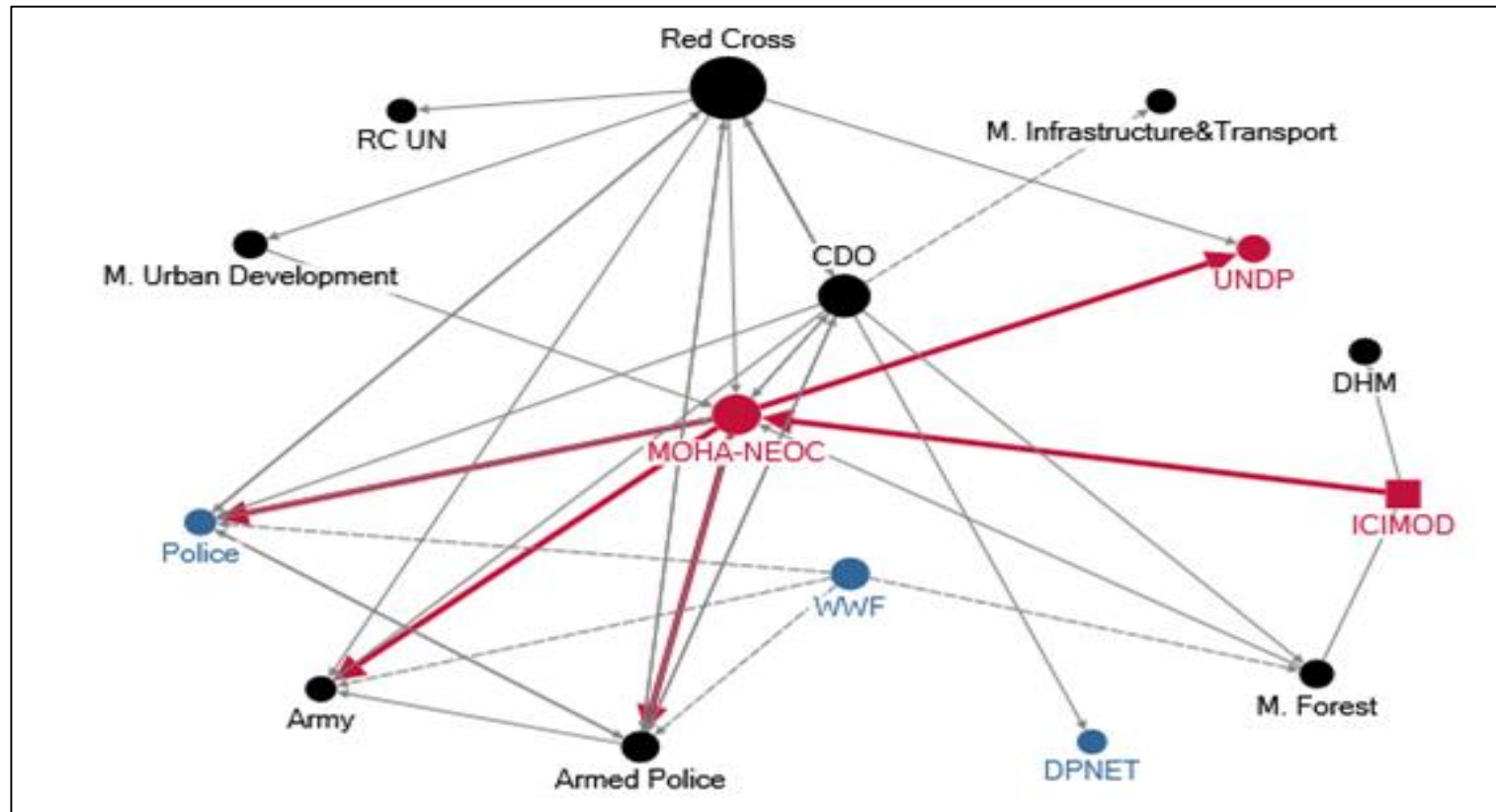
Anatomy of a Rope from Space to Village



Simple Rope – Dependent on Capacity at Each Box



Cross Section of a Dissemination Knot

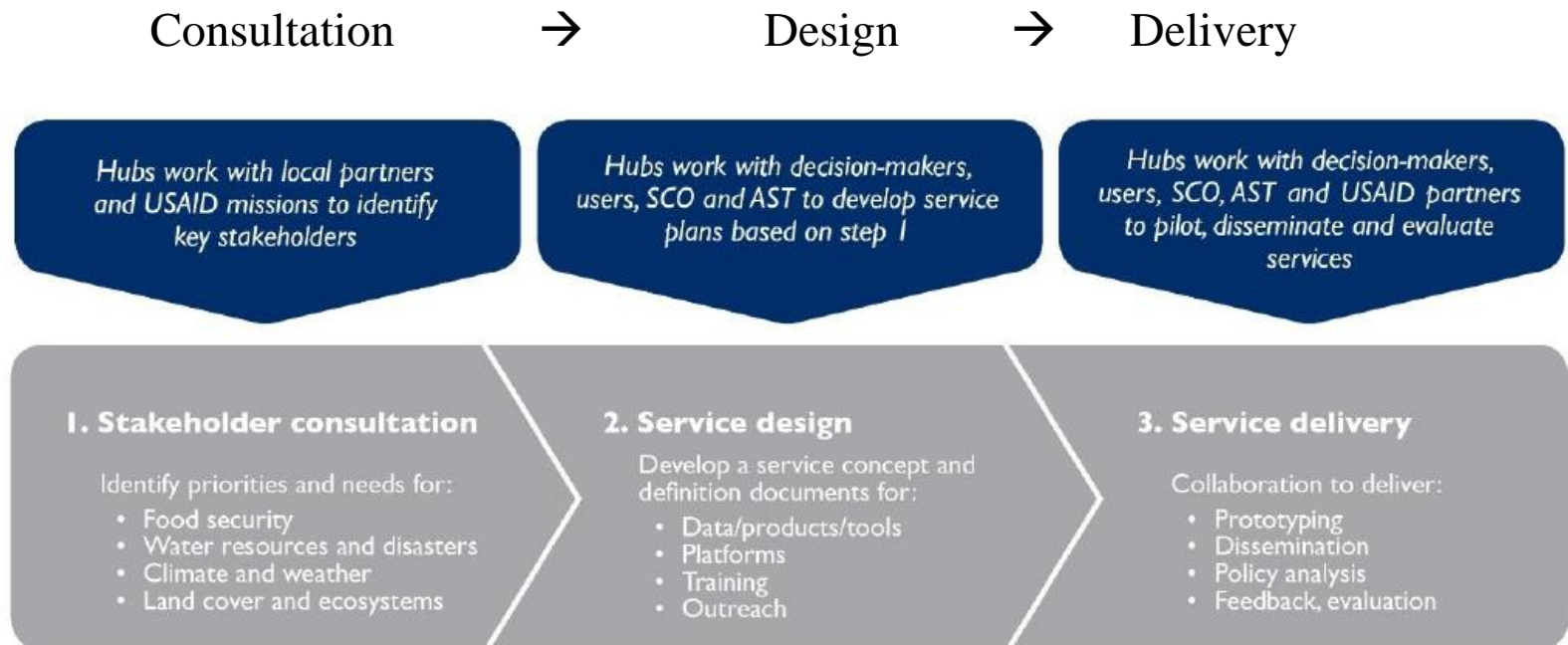


Common Issues

- No anchor: Technology driven over demand driven
- Taking on too much of the rope
- Not knowing all the institutions along the rope
- No assessment of bottlenecks
- Inability to identify project specific 'maximum value added'
- No exit plan - Sustainability

Why a Service Planning Toolkit

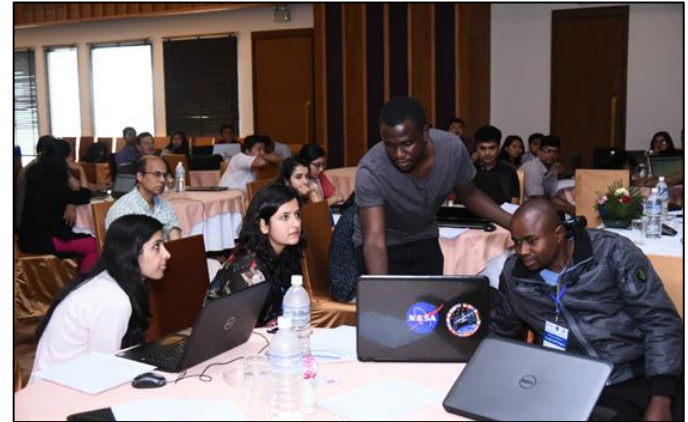
Standardizing a simple framework for services:



Toolkit - Highlights

Consultation and Needs Assessment Tool

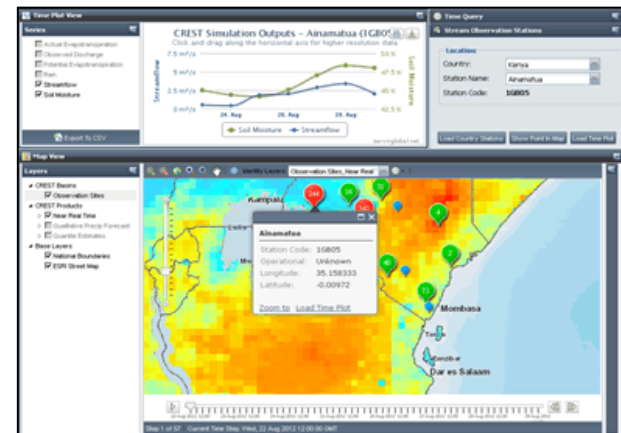
- How are key stakeholders currently making decisions?
- Who has authority/mandate for decisions and information?
- What information are stakeholders using?
- What is the timing of decisions, information flows, and data used (historic, real-time, predictions, scenario modeling)?
- What are the capacity gaps?
- What key decisions will SERVIR target? What are the opportunities for SERVIR?
- How does this build on or complement other activities?



Toolkit - Highlights

Service Design Tool

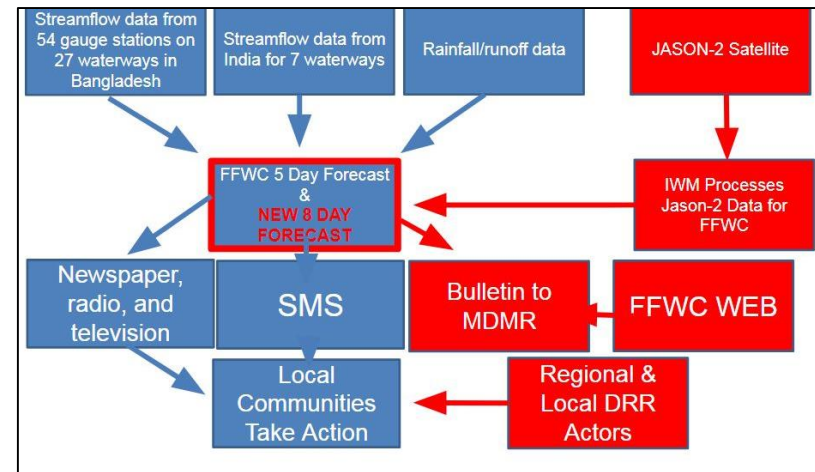
- Who is the service for? Which stakeholders will be engaged?
- What decision(s) will it inform?
- How will information be delivered?
- Based on the needs identified, what general activities will SERVIR undertake?
- What is the theory of change?
- What are the measures of success?
- *What else do we need to know to move to PDD, TDD, DSDDs?*



Toolkit - Highlights

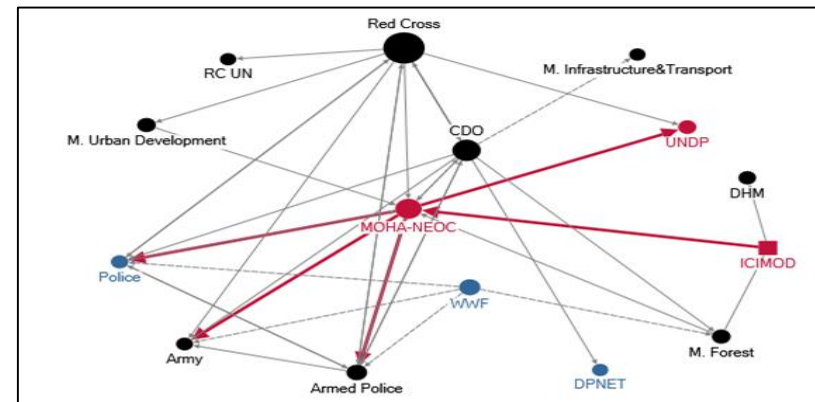
Stakeholder Mapping Tool

- Map information flow and key decisions from 'satellite to village' based on stakeholder relationships
- Identify value added niche for SERVIR
- Clarify partner roles and relationships



ME&L Tool

- Create, collect and report on relevant performance indicators
- Learn and practice adaptive management
- Culture of asking challenging questions and having evidence to support responses



Thank you!